



PROMISING PRACTICE

Partnerships and Employment Strategies

Health Career Opportunities with Personalized Educational Supports (HPOG HOPES) at
Pima County Community College District

Tucson, AZ

A new approach to data analysis boosts healthcare training success in Arizona.



Pima Community College's **HPOG HOPES program** trains low-income residents of Pima County, Arizona in the field of healthcare. HOPES offers entry to education by providing tuition and personalized support services. As demand for skilled employees in healthcare rises, so does the number of HOPES participants.

HPOG HOPES uses technology and employee training to meet the needs of a growing program. A new secondary internal data tracking system covers every component of participant activity. Using a shared spreadsheet, a multi-tab information file can be accessed at any time for any participant. HOPES staff members are trained in several roles to ensure that they have a deep understanding of participant needs and program data.

Using the new system, data is now compared across peer teams at a glance. Tracking client progress in real time allows HOPES to maintain flexibility and personalization, which together are the foundation of their program. They can see last participant contact, specific services received,

training attendance, and who was there to help. Gaps in the data prompt outreach from HOPES staff to accommodate participants' needs, resulting in fewer missed opportunities for support services and advancement.

The secondary tracking system lead to significant operational improvements. HPOG coaches and workforce development specialists (WDS) reconcile internal and external support data weekly. Data is always available, easing last-minute pressure on report preparation. Team members have more time to focus on operational opportunities. Data-based perspective has even improved communication with partner agencies.

Through a unified and organized vision, HPOG HOPES is positioned to stay ahead of client and operational needs.

This Promising Practice was self-identified by the grantee and information contained in this document was provided by the grantee.